

Notice of References Cited			Application/Control No.	Applicant(s)/Patent Under Reexamination	
			10/615,054	MANOS, JOHN	
Examiner			Art Unit	3623	Page 1 of 2
NADJA CHONG CRUZ					

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2003/0221005 A1	11-2003	Betge-Brezetz et al.	709/224
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Tsykin, Automated Service Level Reporting: Experience of Implementation, Fujitsu Australia, 2000.
	V	Lafferty et al., Information Problems Tackled through Service Level Agreements, Optimum Online The Journal of Public Sector Management, Jun 2002.
	W	LaBounty, How to establish and maintain service level agreements, Help Desk Institute, 2002.
	X	Ward et al., A generic SLA Semantic Model for the Execution Management of e-Business Outsourcing Contracts, Proceedings of the Third International Conference on E-Commerce and Web Technologies, 2002.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
 Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		10/615,054	MANOS, JOHN	
Examiner		Art Unit		Page 2 of 2
NADJA CHONG CRUZ		3623		

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)	
U	Szymczyk, Developing Service Level Agreement for Outsourced Processes and Systems, International Carpathian Control Conference ICCC, May 27-30, 2002.	
V	Karten, Excerpt from How to establish Service Level Agreements, www.nkarten.com, 2001.	
W	Larson, The role of service level agreements in IT service delivery, Information Management & Computer Security, 1998.	
X		

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
 Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.